

Track: Joint CAHPS-SOPS Closing Session
Session: Off-Track: The Road to Patient-Centered Safety
Date & Time: April 21, 2010, 11:05 am
Track Number: Plenary 3

Off-Track: The Road to Patient-Centered Safety

CAHPS and SOPS
User Group Meeting
April 2010

The presentation also included several interactive exercises not included here. If you attended the presentation and are interested in the exercises, please contact me.

Carrie Brady, JD, MA

203-834-2121

carolyn.brady@yahoo.com

Presentation © 2010 Carrie Brady. All Rights Reserved.

Our Tracks

Using CAHPS and SOPS Data - 408

CAHPS	Attendees with Interest
Improving the Patient's Experience of Care	387
Using CAHPS in the Real World	341
Reporting CAHPS Results to Consumers	298
Evolution of CAHPS Surveys	200

SOPS	Attendees with Interest
Interpretation of SOPS Survey Results & Action Planning	253
SOPS Patient Safety Improvement Initiatives	249
SOPS Survey Administration	181
Hospital SOPS	115
Nursing Home SOPS	91
Medical Office SOPS	55

“Recalculating Route . . .”

- Selecting the Language
- Choosing Your Destination
- Avoiding the Road to Nowhere



Selecting The Language

Recognizing Your Data Culture

- Data Silence
- Data Noise
- Data Symphony





Data Silence

- Access to data is carefully controlled
- Methods are not transparent
- Questions are not encouraged
- Silence broken by occasional jarring sounds

Data Noise

“What information consumes is rather obvious: it consumes the attention of its recipients.

Hence, a wealth of information creates a poverty of attention and a need to allocate that attention efficiently among the overabundance of information sources that might consume it.”

Herbert Simon, Nobel Laureate in Economics

Who Are You Listening To?

(Percent Positive Responses to
HSOPS Composites by Staff Position)

	Average Positive Response	
Nonpunitive Response to Error	62% (Administration/Management)	36% (Patient Care Assistants/Aides/Care Partners)
Patient Safety Grade of Excellent or Very Good	82% (Administration/Management)	66% (RN/LVN/LPN)

Administration/Management had the highest average positive response on 11 of 12 patient safety culture composites.

Source: Sorra J, Famolaro T, Dyer N, et al. Hospital Survey on Patient Safety Culture 2009 Comparative Database Report (Prepared by Westat). Rockville, MD: Agency for Healthcare Research and Quality; March 2009.

Data Symphony



First
Hear
the
Music

... Then Learn to Dance Together



Foundational Steps:

- Prioritization
- Integration
- Comparison
- Communication
- Celebration



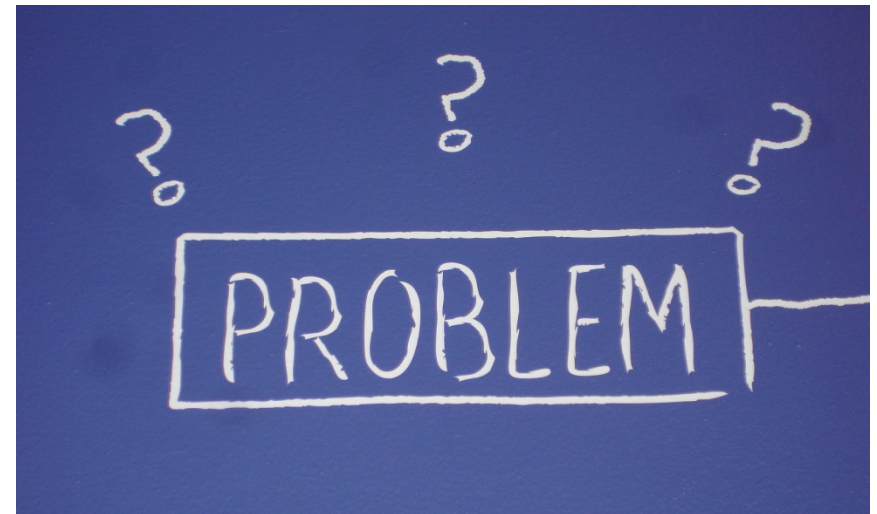


Choosing Your Destination

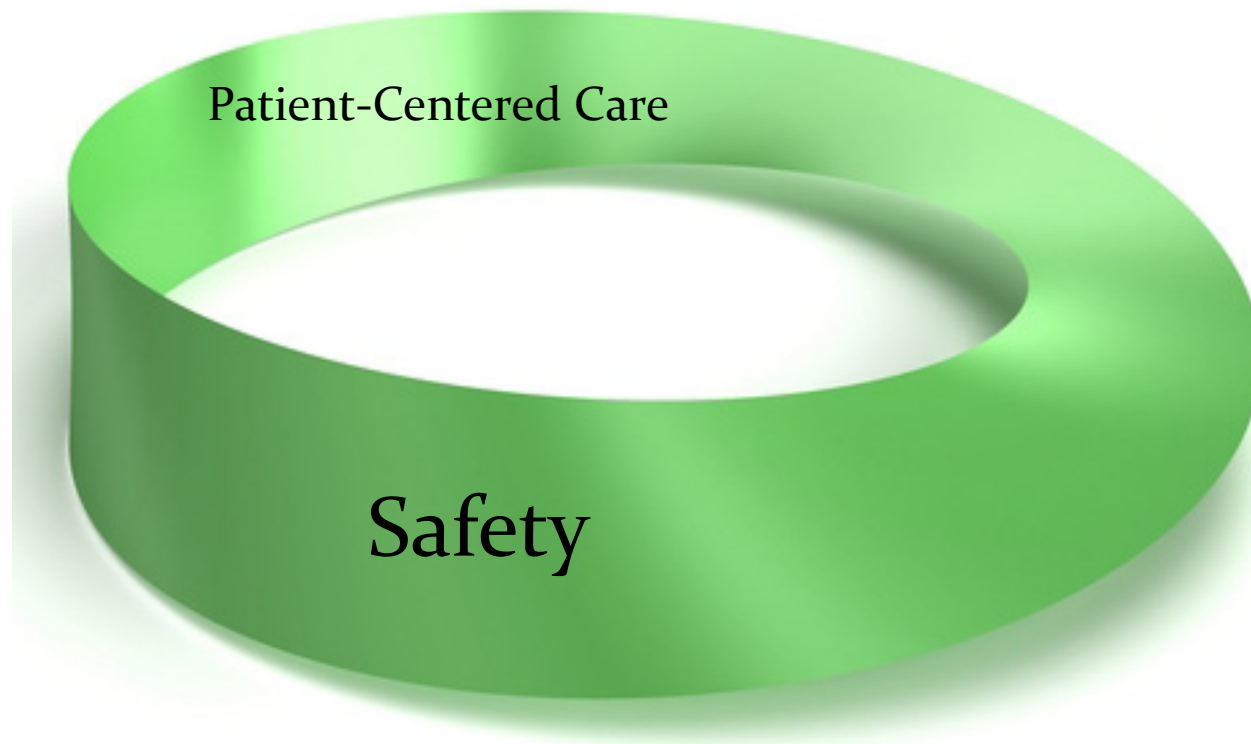
*“If you don't know where you are
going, any road will get you there.”*

Lewis Carroll

The Importance of Shared Goals



What Is Patient-Centered Safety?



A Möbius Strip



Universal Keys: Build Relationships

Communication

Coordination

“Everyone has the same kinds of issues. It comes back to communication and teamwork – those two percolate to the top.”

Mary Finnegan, Goodall Hospital



Patient- Centered Safety

Two Sets of Surveys . . .

CAHPS (HCAHPS)

Communication with Nurses
Communication with Doctors
Communication about Medicines
Responsiveness
Discharge Information
Pain Management
Cleanliness
Quiet
Overall Rating
Recommend

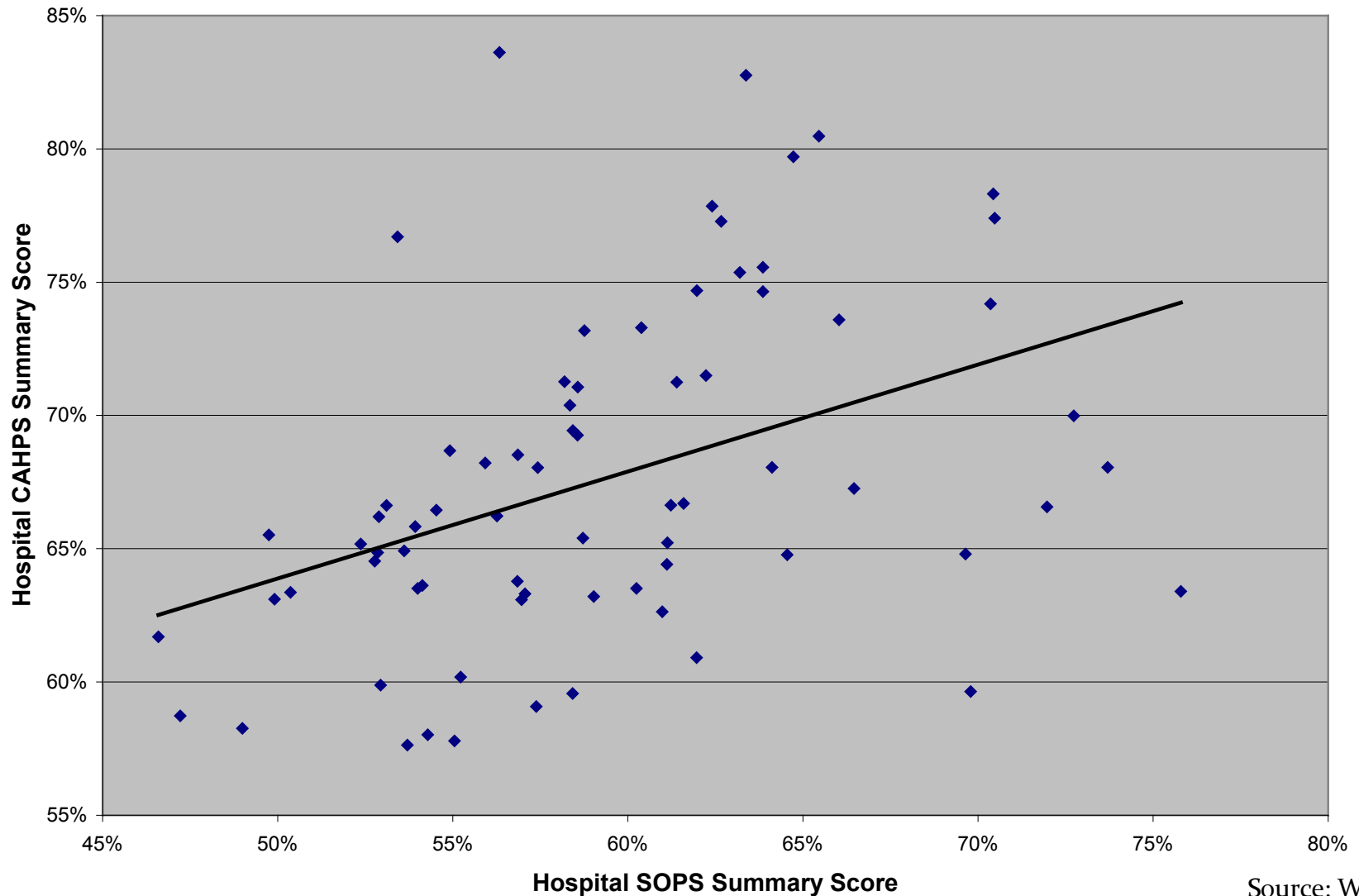
SOPS (HSOPS)

Communication Openness
Feedback and Communication About Error
Frequency of Events Reported
Handoffs and Transitions
Management Support for Patient Safety
Nonpunitive Response to Error
Organizational Learning/Continuous Improvement
Overall Perceptions of Patient Safety
Staffing
Supervisor/Manager Expectations and Actions Promoting Safety
Teamwork

...Together Become a New Tool



What the Data Tell Us



Source: Westat

What SOPS teaches us about CAHPS

HSOPS VARIABLE	HCAHPS Average	
	r	β
Feedback and Communication about Error	0.30*	0.25*
Handoffs and Transitions	0.34**	0.23
Management Support for Patient Safety	0.34**	0.21
Nonpunitive Response to Error	0.35**	0.28*
Organizational Learning/Continuous Improvement	0.46**	0.38**
Overall Perceptions of Patient Safety	0.39**	0.31*
Staffing	0.45**	0.37**
Supervisor/Manager Expectations and Actions Promoting Safety	0.40**	0.30*
Teamwork Across Units	0.33**	0.21
Teamwork Within Units	0.47**	0.37**
Patient Safety Grade	0.42**	0.33**
HSOPS Average	0.41**	0.33*

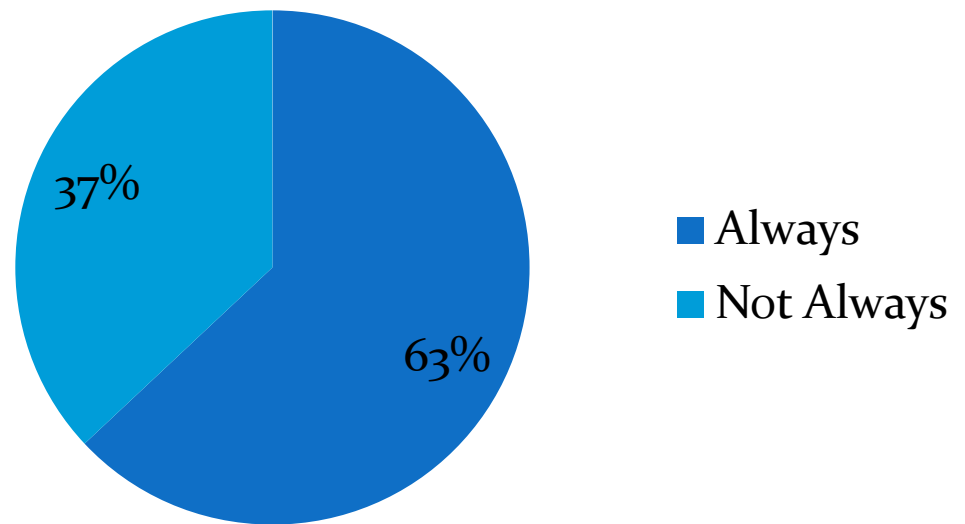
Bivariate Correlations (r) and Standardized Multiple Regression Results (β) Bold indicates the coefficient is significant; *p < .05, **p < .01. Multiple regression results control for hospital bed size and govt/non-govt ownership.

Source: Westat

What CAHPS Teaches Us About SOPS



**Responsiveness: Patients
Received Help with Toileting or
Call Button Help as Soon as
They Wanted**



Source: "Summary of HCAHPS Survey Results." Hcahpsonline.org/HCAHPS_Executive_Insight. June 2008 to June 2009 Discharges. CMS, Baltimore, MD. March 2010.

Medication Communication



Only **59%** of hospital patients nationwide report on HCAHPS that they always receive information about what new medicines are for and possible side effects.

Source: "Summary of HCAHPS Survey Results." Hcahpsonline.org/HCAHPS_Executive_Insight. June 2008 to June 2009 Discharges. CMS, Baltimore, MD. March 2010.

Ask



```
graph TD; Ask[Ask] --> Stakeholders[Patients<br/>Families<br/>Clinical Staff<br/>Non-clinical Staff]; Stakeholders --> Discover[Discover]; Discover --> Outcomes[New Perspectives<br/>Insight<br/>Fresh Ideas]; Outcomes --> Ask;
```

Patients
Families
Clinical Staff
Non-clinical Staff

Discover

New Perspectives
Insight
Fresh Ideas

Unleash Patients' Expertise And Build On It

- Respect patients' knowledge of their own bodies
- Provide patients with tools to support their health
- Keep listening

“We start feeling safe when we are cared for.”

Ken Mills

Patients as Data Collectors

- Responsiveness
- Hand Hygiene
- Patient Safety Culture





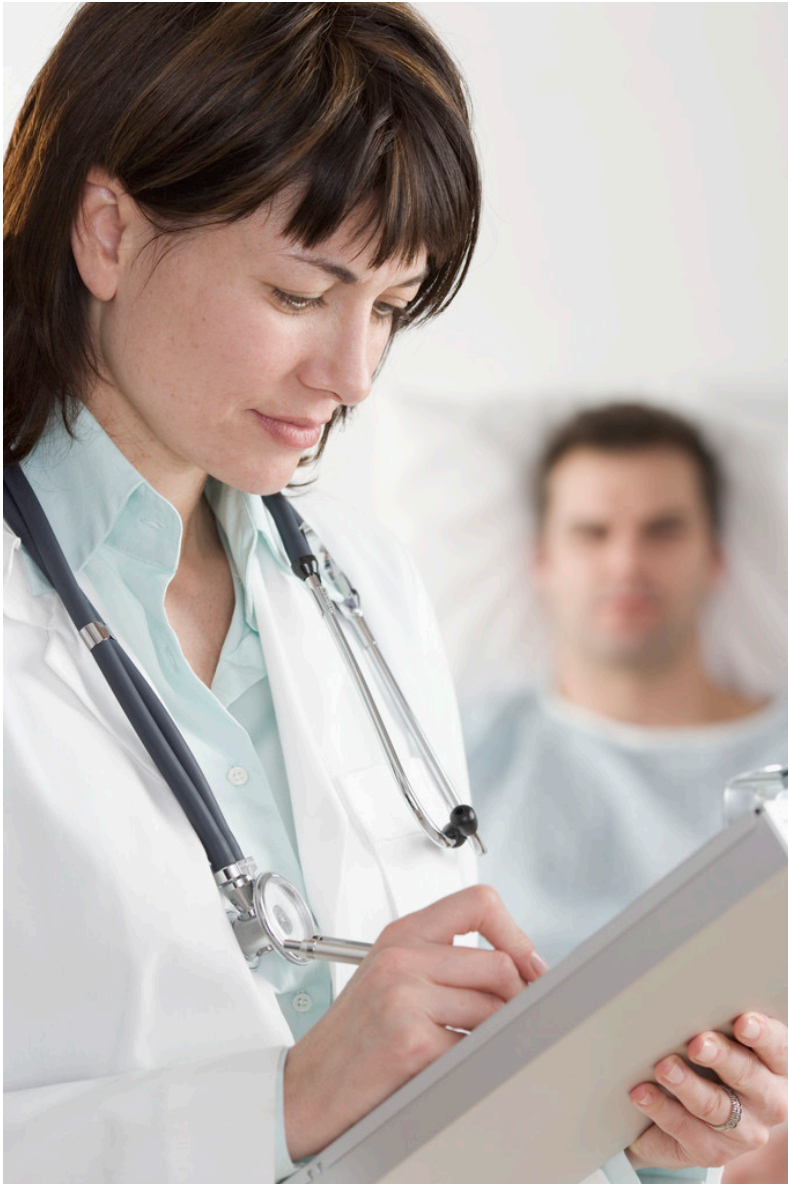
Unleash Your Teams

- Recognize Front Line Wisdom
 - Team Trades
- Spotlight Hidden Innovation
- Make It (Emotionally) Safe
- Staff are Patients Too

Avoiding the Road to Nowhere



“For you this is your jobs,
for us this is our lives.”
Darlene Mills



Surveys are
Great but . . .

Don't Forget to
Talk to
Patients and
Staff

Exploring

- Go Your Own Way
- Don't Go Alone
- Update Others' Maps





“I am always thinking about the fact that so many people did so much to make it happen.”

Chuck Darby